FIG. 1

Game Machine 120   SMS 102   RBDS 104   CMS 108/ PDB 104   Paging System 106   Service Att.124   Supervisor 124

1. Jackpot

2. JP Message

3. Flash Lights

4. JP Message

5. Add Event to Event Table

6. Start Outage Timer

7. Player ID->
<-Cust. Status

8. Prioritize Event

9. Select Service Attendant

10. Page text and pager No.

11. Page

12. Display Page

15. Decline Response

14. Decline Response

16. Accept Response

13. Accept Response

17. Update Event Table

18. Mark Attendant as Busy

19. Service Machine

20. Insert Card

21. Card In Mes.

22. Card In Mes.

23. Set Appear Time

24. Start/Update Service Elasped Timer

25. Service Duration Limit Exceeded?   No

26. Yes

27. Identify Supervisor

28. Service Alert Message

29. Service Alert Message

30. Back in Service   30. Back in Serv.

32. Done   31. Done

33. Set Completed Time

34. Move Completed Event to History

35. Mark Attendant as Available

FIG. 2

BEST AVAILABLE COPY

MONITORING TERMINAL 109

RULES 112

EVENTS 110

CUSTOMER DATABASE 330

LMS 328

PAGING SYSTEM 106

NETWORK SERVER 331

RULES BASED DECISIONING SYSTEM 104

322

321

320

122

122

122

SERVICE

SUPERVISOR

124

126

SERVICE ATTENDENT

324

126

300

FIG. 3